From:	Jeff Lampert
To:	Michael Balcorta; Daniel Cohen; David Giesmann; Eligio Lara; Michael Haberkern; James Oswald; Russ Douglas; Kristofer Elliott; Matthew Mariscal; Bryan Wilson; Tomás Orozco
Subject:	Fleet 3 Kickoff Call Recording, Software, Support and Training Links - City of Santa Maria Police Department
Date:	Thursday, August 17, 2023 7:05:22 PM
Attachments:	image003.png

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Download audio/video for today's meeting:
https://axon.zoom.us/rec/share/x84iGZDkbp8zjh1MOluh83ljojrn-x218HVtCrmUm35yEIMwqh8yYD_K_yEzx8zS.K_0XNWKl7-dFssee?startTime=1692302910000&pwd=I2INCA_pAfV-FSsIyUvZHVSNTyweJ2jP

1. Pre-install Axon Dashboard (Software for MDT)
    a. https://axonenterprise.sharepoint.com/:f:/g/joinforces/EtN6UsIVetBCrFoP82mFm9AB794ZwT5cEiur5FjH-bjLsQ?e=jEewKU
2. NetMotion VPN Fleet 3 Policies
    a. https://netmotionsoftware.zendesk.com/hc/en-us/articles/4402637148051-Axon-Fleet-Dashboard-Policy
3. MDT software firewall (to allow Axon Dashboard network traffic)
    a. See email titled "Fleet 3 Technical Specs" for details
4. **Make sure Firewall/MDT/VPN allows access to Evidence.com External IP Addresses over ports 443 (SSL) and port 80 (http):**
    a. 52.243.160.128/25
    b. 52.227.170.136
    c. 52.227.173.38
    d. 52.227.176.143
    e. 52.227.177.17
    f. 52.227.178.220
    g. 52.227.180.79
    h. 52.227.251.64/26
    i. 52.227.251.128/26
    j. 52.247.153.16
    k. 52.247.153.163 (Axon Respond Livestream only)
    l. 52.247.159.196 (Axon Respond Livestream only)
    m. https://my.axon.com/s/article/Managing-Network-Allowed-Lists-with-Axon-Cloud-Services?language=en_US
5. NetCloud Manager: Configure Your Firewall to Allow Other Cradlepoints on the Network to Access NCM
    a. https://customer.cradlepoint.com/s/article/Series-3-NCM-Access-via-a-Private-Network

Support / Training Materials:

Below are some details of support services available to you and your officers. If you run into issues, please call or email our CS department 24/7/365. Anyone at your agency can contact this department for assistance, so if your night guys need assistance they are not “left in the dark”. There are also some links that will help you and your officers. Besides some quick courses users can watch, there are tons of help articles on our help site to assist with common issues/questions.

Axon customer/tech support:
Phone: 1 (800) 978-2737
Email: support@axon.com

- Axon Fleet 3 Notes: https://www.axon.com/products/axon-fleet-3
- Fleet 3 Support Link: https://my.axon.com/s/axon-fleet3
- Main support link: https://help.axon.com
- Fleet 3 promotional videos!!!
    - Video 1: https://www.multivu.com/players/English/8829452-axon-fleet-3-video-system-alpr-shipping-public-safety-agencies/#lg=1&slide=0
    - Video 2: https://www.multivu.com/players/English/8829452-axon-fleet-3-video-system-alpr-shipping-public-safety-agencies/#lg=2&slide=0
- Axon Dashboard software simulator: https://360.articulate.com/review/content/17dc82df-932e-4722-89c9-c7470a2d030d/review
    - Password: axonacademy
- Fleet 3 Courses in Axon Academy:
- Admin Course: https://myacademy.axon.com/#/online-courses/7d24baeb-fcdb-4e2c-a121-a5b48ef6e4cd
- User Course: https://myacademy.axon.com/#/online-courses/85b0c0e9-6f15-49e1-8d0d-c629e99e8140
- Installer Course: https://myacademy.axon.com/#/online-courses/9093feec-a94a-428f-a13b-1820aae49504
- myAxon Account Creation Link: https://my.axon.com/s/login/SelfRegister?language=en_US&startURL=%2Fidp%2Flogin%3Fapp%3D0sp4y000000XZBF

Regards,

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Device Services - Fleet

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AXON.COM

New Fleet 3 Training Material:
Axon Fleet 3 Installation Courses | Axon Fleet Dashboard Overview | Axon Fleet Dashboard and

Body Worn Cameras

Have another question?
Visit https://my.axon.com for instant access to troubleshooting articles & videos on camera pairing, dock registration, CEW error codes, and more!

Customer Service / 1 800 978 2737

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